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## RATES AND SERVICE DESCRIPTIONS FISCAL YEAR 2008

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## Basic SEAT Bundled Services

### Services Provided

- Customer Service
- E-Mail Services
- File Storage Services
- Local Desktop Services
- Network Services
- Printer Services (Networked)
- Server Services (450 Remote Office Servers, 1500 Data Center Servers)

### Service Description

The Basic SEAT Bundled Services include all direct labor, contracts, hardware, software and other direct costs required by IOT to provide IT service delivery for the desktop and associated centralized services (not including the cost of the actual desktop or printer).

### Service Options

Option ID	Option Description	Unit	FY2008 Rate
1001	Seat Charge	Monthly	<b>\$79.90</b>
1136	Seat Charge – Non-Network	Monthly	<b>\$35.00</b>
1014	Email	Per Named User	<b>\$4.18</b>
1143	Excess Email Storage	Per MB over 50 MB	<b>\$0.01551</b>

### Detailed Information

#### Basic SEAT Bundled Services (Networked)

The Basic SEAT Bundled Services are grouped into seven major categories: customer service support, e-mail, file storage, local desktop, network, printer and server. All IOT services comply with all IOT Service Level Agreements.

**General Note:** IOT evaluates all out-of-warranty network equipment, computer and printer repair issues to determine if it is more cost-effective to continue repairing the device or it is time to replace the device. If the device is repaired, the cost will be covered by IOT. If the device is deemed non-repairable, or it is determined it is no longer cost-effective to continue repairing the device (repairs are within 80% of the cost of a new device), the agency is responsible for the replacement cost of the device.

#### I. Customer Service

- A. 24x7 IOT Customer Service support (non-agency application specific).
- B. Regular business hours 6:00 a.m. – 6:00 p.m. M-F.
- C. Limited (emergency) support outside regular business hours.
- D. Support includes:
  1. Desktops, laptops, tablet PCs, servers and printers.
  2. Data network devices – routers, hubs, switches, firewalls, etc.
- E. E-mail and network account creation and management.
- F. Some agencies run their own application helpdesk for agency specific applications – IOT does not support agency-specific applications.

#### II. E-Mail Services

- A. E-mail configuration setup and access.
- B. 100 MB mailbox w/managed storage included in SEAT cost.
  1. Monthly fee charged for each additional MB used (Product ID #1143).
- C. 50 MB public folder.
- D. All required “resource” accounts.
- E. Daily full backup of all e-mail files/documents.
- F. Archival of e-mail files 6 months and older to less expensive, slower online storage systems.
- G. E-mail recovery services (up to 60 days w/o tape, 1 year w/tape).
- H. Anti virus software on all Exchange servers.

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- I. Administration of all 15 Exchange servers and associated SAN storage & tape backup systems.
  - J. Administration of all public folders and public distribution lists.
  - K. Web mail sites.

### **III. File Storage Services**

- A. HOME & project directory configuration setup and access.
- B. 500 MB of combined HOME/project managed storage.
- C. Daily backup of all HOME/project data.
- D. Archival of unmodified files six months and older to less expensive, slower online storage systems.
- E. Data recovery services.

### **IV. Local Desktop Services**

- A. Hardware support (break/fix PCs and laptops)
  - 1. Hardware maintenance and repair.
  - 2. Warranty tracking.
  - 3. Sanitizing data off of PCs to be surplus or released from service.
- B. Operating System (OS) support
  - 1. OS installation.
  - 2. OS patch management.
  - 3. Service packs management.
- C. Application software support
  - 1. IOT "supported software" installations and updates/patch management.  
Includes:
    - a. Adobe Reader
    - b. Microsoft Office Suite
    - c. Microsoft Office Outlook
  - 2. Provide icons on the desktop for Business Application Software.
  - 3. Anti-virus software provided (McAfee).
  - 4. Performance monitoring software provided (NetIQ).
  - 5. Remote control software provided to assist Customer Support with issues (Altiris).

### **V. Network Services**

- A. Existing Network Systems – **Local Area Network(LAN)**
    - 1. Network cable (copper/fiber) reviews and repair – this does not include voice MAC requests
    - 2. Wired connectivity to the network based on existing copper/fiber cable plant and LAN hardware capabilities
    - 3. Replacement/Repair based on existing networking hardware maintenance contract for that hardware
    - 4. Note - Additional/New LAN hardware, cable/fiber plant or hardware upgrades will be at the requesting agency's expense
  - B. New Network Systems – **Local Area Network(LAN)** Design and Implementation
    - 1. Copper/Fiber cable plant and LAN Design for new, enhanced or future network needs
    - 2. Data network design consulting services
    - 3. Configuration and Installation of newly defined and purchased LAN switching hardware solutions recommended by IOT
    - 4. Note - Hardware and installation services expenses for copper/fiber cable plant additions or upgrades will be at the requesting agency's expense
  - C. Network Management
    - 1. Management of existing IP enabled/manageable networking devices
    - 2. Replacement/Repair based on existing networking hardware maintenance contract with the vendor or manufacturer
    - 3. Support for network circuits to remote agency offices purchased/leased by the agency via IOT
    - 4. Note - Network monitoring and reporting (upon request and availability)
  - D. Security
    - 1. Secure access to the internal state network
      - a. Security, in this context, is limited to the capabilities of the networking hardware devices owned and utilized by the agency at that location
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2. Intrusion prevention at the campus core and most distribution locations to other IGC campus facilities
- E. Network Administration Services
1. **Active Directory** management (identifies resources on a network & makes them accessible)
  2. **Dynamic Host Configuration Protocol (DHCP)** management (dynamic IP addressing)
  3. **Windows Internet Naming Service (WINS)** management (name resolution)
  4. **Domain Name System (DNS)** management (Domain Name to static IP translation)
- Client and Business based VPN , Client based RAS and ExtraNet services offering are not included here and can be found later in this document

**VI. Server Services – 450 Remote Office Servers, 1500 Data Center Servers**

Remote Office Servers are distributed servers that provide some “centralized services” for remote offices. They typically perform functions such as domain controllers, file servers and print servers. In some instances, the remote distributed servers perform administrative functions and push scripted tasks.

Data Center Servers are all located in the IOT Data Center. These devices provide “shared services” for IOT’s customers. Data Center environmental systems are maintained by IOT.

- A. Hardware, OS and application software setup, installation and configuration.
- B. Hardware maintenance.
- C. Tracking of warranty and non-warranty status.
- D. Performance tuning and monitoring.
- E. Network connectivity.
- F. Data and OS backups (IOT is managing 100 TB of disk storage in the Data Center).
- G. Disaster recovery.
- H. Patch management.
- I. Software upgrades.
- J. Service pack installations.

**VII. Printer Services (Networked)**

- A. Hardware (break / fix) support. All consumables (paper, ink cartridges, toner, etc.) lost during repair must be supplied by the agency.
- B. Network connectivity.
- C. Printer/queue setup and access if part of supported domain.
- D. Print server administration if part of supported domain.
- E. Warranty tracking.
- F. Printer management and operations and performance monitoring where technically feasible.
- G. Large scale multifunction office machines (scanners, copiers, fax and printers) are NOT maintained by IOT. IOT will assist with proper connections to the network.

**Note:** Generally one networked printer for every ten employees is sufficient. But consider:

1. Distance to printer
2. Isolated employees
3. Privacy issues
4. Handicapped employees
5. Point-of-service printing
6. Heavy users (clerical, secretaries, etc.)

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## Basic Seat Bundled Services (Non-Network)

Non-networked Basic SEAT Bundled Services includes all direct labor, contracts, hardware, software and other direct costs required by IOT to provide IT service delivery for the desktop and associated centralized services (not including the cost of the actual desktop). All IOT services comply with all IOT Service Level Agreements.

### I. Customer Service

- A. 24x7 Customer Service support (non-agency application-specific).
- B. Regular business hours 6 a.m. – 6 p.m., M–F.
- C. Limited (emergency) support outside normal business hours.
- D. Support is provided for:
  - 1. Desktops
  - 2. Laptops
  - 3. Tablet PCs
  - 4. Servers

### II. Local desktop services

- A. Hardware support (break/fix of PCs and laptops)
  - 1. Hardware maintenance and repair
  - 2. Laptops
  - 3. Tablet PCs
  - 4. Servers
- B. Operating system (OS) support
  - 1. OS installation
- C. Application software support
  - 1. IOT “supported software” installations
  - 2. Provide icons on the desktop for Business Application Software

### III. Local Printer Services (Networked)

- A. Hardware (break/fix) support. All consumables – paper, ink cartridges, toner, etc. – lost during repair must be supplied by the agency.
- B. Warranty tracking.  
**Notice:** This service covers a maximum of one networked printer for every ten employees. Locally attached printers will be serviced on a time and materials basis.

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## **E-mail**

Stand alone E-mail is for customers that do not have "Basic Network SEAT" service but still desire e-mail access.

### **I. Included with this service:**

- A. E-mail configuration setup and access.
- B. 100 MB mailbox w/managed storage included in SEAT cost.
  - 1. Monthly fee charged for each additional MB used (Product ID #1143).
- C. 50 MB public folder
- D. All required "resource" accounts.
- E. Daily full backup of all e-mail files/documents.
- F. Archival of e-mail files 6 months and older to less expensive, slower online storage systems.
- G. E-mail recovery services (up to 60 days w/o tape, 1 year w/tape).
- H. Anti virus software on all Exchange servers.
- I. Administration of all 15 Exchange servers and associated SAN storage & tape backup systems.
- J. Administration of all public folders and public distribution lists.
- K. Web mail sites.

Employees of the State of Indiana are able to access their e-mail from outside the state campus network via remote browser-based mail client interfaces.

IOT will provide secure connectivity for remote email users, over the Internet, to their respective mail servers located on the state of Indiana campus network through the use of the new "Web mail" server, located on the IOT-managed state of Indiana extranet network.

## **Application Support Services (for applications not included in Seat)**

Application support service is for customers that have a "Basic SEAT" charge and desire additional application software. These items are all pass-through costs. IOT Customer Service requires "proof of ownership" before loading the application on the PC. Current application software available in this service includes:

- A. Adobe Writer
- B. Microsoft Project
- C. Microsoft Project Server
- D. Microsoft Visio

## Blackberry Services

### Services Provided

- Server Connection
  - Tech Support
  - Data Backup
  - Maintenance
- \*\*Monthly usage charges are not included.

### Service Description

I NEED TO FIND MY NOTES FOR REPLACING THIS>>>>>>>A Blackberry device combines phone, e-mail and data access features into one small handheld wireless device. A one-time activation fee is required to put the customers Blackberry device on the state's network. In addition, a monthly fee for service management is paid to IOT. The wireless/data plan (talk minutes, data package, etc) are the responsibility of the agency or customer and are billed via an invoice from the selected wireless carrier, not IOT.

### Service Options

Option ID	Option Description	Unit	FY2008 Rate
1027	License Fee	One Time	<b>\$49.99</b>
1028	Service	Monthly	<b>\$11.11</b>
N/A	Data/Voice Plan billed separately to customer		<b>N/A</b>

## Wireless and Paging Services

### Services Provided

- Local Wireless Access
- Paging
- Cellular

### Service Description

The state's local wireless access affords users wireless access on IGC campus and remote sites via a centrally-managed and secure wireless solution. Customers using a PC with specific wireless and security capabilities can take advantage of this Active Directory integrated secure wireless solution. The costs of the indoor access point, wireless controller, its management console, redundant authentication servers, support and maintenance of the centrally-located and managed equipment are included in the per access point monthly subscription fee. The service does not include outdoor wireless solutions, site surveys or solution-specific hardware.

IOT offers three types of leased pagers – alphanumeric, digital and two-way – with optional plans. Digital pages allow the pager to enter only numbers; alphanumeric pagers allow the pager to enter both numbers and letters; two-way pagers allow the pager to send text messages as long as the pager has an e-mail address. Any overage charges will appear on the agency's communication services invoice.

Unlike the Blackberry service, all monthly cellular phone charges will be billed to the agency/customer through IOT. All state-issued cellular service is provided by Verizon Wireless.

### Service Options

Option ID	Option Description	Unit	FY2008 Rate
1140	Local Wireless Access	Monthly/Access Point	<b>\$101.25</b>
1041	Mobile Communications-Pager Processing Fee	Monthly	<b>\$0.61</b>
1042	Mobile Communications Pagers	Monthly	<b>variable</b>
1117	Cellular Phone Service	Monthly	<b>\$29.30</b>



## Remote Access Services

### Services Provided

- Remote Access Service – Dial-Up (RAS)
- Virtual Private Network (VPN)
- Metraframe Citrix
- File Transfer Protocol (FTP)

### Service Description

IOT offers several ways to access the state network and applications remotely.

Dialup service provides a 56KB maximum speed connection to the state private network via a dial-up modem from outside the IGC campus. IOT currently manages this Active Directory integrated RAS server in support of their customers.

Client-based VPN provides a fast, single user, Active Directory integrated connection to the state's private network *via the Internet* from outside the IGC campus network. VPN users are required to provide their own Internet Service Provider.

Site-to-Site VPN provides secure, high-speed connectivity between the state's private network and its external partners and vendors for specific data traffic access via the Internet.

Citrix service provides remote connectivity to users who are authorized to use applications on the state private network. Citrix can be used with either a dialup or high speed Internet connection. IOT currently manages about 30 Citrix servers to support its customers.

FTP provides a "secure" connection to a specified address on the state private network that allows for the transfer of a file(s) from a remote "non-trusted non-state" FTP server to a local FTP server on the state private network. IOT currently manages four FTP servers in support of their customers. Firewall rules may require modifications.

### Service Options

Option ID	Option Description	Unit	FY2008 Rate
1022	Remote Services: Dial-up	Monthly/Per named user	<b>\$11.57</b>
1021	Remote Services: Client VPN	Monthly/Per named user	<b>\$7.54</b>
1141	Site to Site VPN	Monthly/Per named user	<b>\$242.83</b>
1020	Citrix	Monthly/Per named user	<b>\$7.54</b>
1023	Extranet FTP Services	Monthly	<b>\$77.94</b>

## Telecommunications Services

### Services Provided

- Voice Services
- Long Distance
- Fax
- Directory Assistance
- Perimeter ACD
- Enterprise Interactive Voice Recognition (IVR)
- Remote Office Consulting

### Service Description

IOT provides basic voice services, including long distance and local directory assistance. The rates listed below for dial tone and voicemail are for on-campus service. In addition, IOT provides RightFax service for those on the private network and is capable of handling large amounts of data and files. IOT currently manages one RightFax server in support of its customers.

IOT offers three voicemail packages – basic, standard and enhanced. A basic mailbox holds 30 messages total (played and new); has one minute for personal greeting and a three-minute message length and the retention period is five calendar days for played messages. A standard mailbox holds 50 messages total (played and new); has two minutes for personal greeting and a four-minute message length and the retention period is 30 calendar days for played messages. An enhanced mailbox holds 70 messages total (played and new); has two minutes for personal greeting and a five-minute message length and the retention period is 60 calendar days for played messages.

Enterprise IVR services are used to provide speech enabled self-service applications, on-line transactions, perform speaker verification applications and provide excellent automated customer service. These services are server-based and provide capabilities not available in the ACD systems above. The rates listed below apply to I3 technology IVR and ACD capabilities.

ACD services are used to automatically distribute, track and report incoming calls. Communication Network Technician services are for assistance in providing local telecom cabling via a TSO.

### Service Options

Option ID	Option Description	Unit	FY2008 Rate
1043	Telephone - Centrex	Per Vendor Contract	<b>\$1.98</b>
1044	Telephone - Remote	Per Vendor Contract	<b>\$0.70</b>
104503	Telephone One Time Charges		<b>Pass through</b>
104506	Telephone Tariff		<b>Pass through</b>
104507	System Charges		<b>Pass through</b>
104508	Dedicated Circuits		<b>Pass through</b>
104509	Pass Through Telephone Options		<b>Pass through</b>
1046	Enterprise Messaging: Voice Mail Basic	Per Account	<b>\$2.04</b>
1047	Enterprise Messaging: Voice Mail Standard	Per Account	<b>\$2.62</b>
1048	Enterprise Messaging: Voice Mail Enhanced	Per Account	<b>\$3.34</b>
1144	Voice Mail Auto Attendant		<b>\$20.14</b>
1037	Contracted Long Distance	Per Minute	<b>\$0.042</b>
1107	Contracted Long Distance	Per Minute	<b>\$0.030</b>
1038	800 # Services	Per Minute	<b>\$0.042</b>
1039	800 # Services	Per Minute	<b>\$0.030</b>

1040	Calling Card	Per Minute	<b>\$0.039</b>
1018	Fax Services	Per Subscription	<b>\$5.26</b>
1035	Non-Local Directory Assistance	Per Call	<b>Pass through</b>
1108	Collect/Third Party Call	Per Minute	<b>\$0.93</b>
1109	Conference Call	Per Minute	<b>\$0.93</b>
1110	International Toll	Per Minute	<b>\$0.93</b>
1036	Directory Assistance Call	Per Call	<b>Pass through</b>
1031	Monthly Enhanced Perimeter Agent	Per Subscription	<b>\$47.82</b>
1029	Monthly Aspect Agent	Per Subscription	<b>\$13.24</b>
1032	Communications Services: Enterprise IVR	Per Port	<b>\$181.07</b>
1033	Communications Services: Enterprise IVR	Per Circuit	<b>\$26.35</b>
1034	Communication Services Analyst		<b>\$80.04</b>

## Server Services

### Services Provided

- SharePoint Server
- Project Server

### Service Description

Share Point Server services provide agencies and/or workgroups with a workspace on a collaboration site server. The agency can use this collaborative workspace for file sharing and access to files from a specified group of accounts. This service is available for any agency that desires to collaborate and share information with other agencies or organizations within the state's private network. IOT currently manages six SharePoint servers (2 external, 4 internal) in support of their customers.

IOT will host servers in a shared Project Server 2003 environment. The service, which is per user, includes Microsoft licensing (except for use of Microsoft Project Professional 2003), server licensing, server environment, database environment and administration of service.

### Service Options

Option ID	Option Description	Unit	FY2008 Rate
1024	Extranet Site	Monthly	<b>\$191.43</b>
1025	Intranet Site	Monthly	<b>\$370.66</b>
1134	Project Servers	Monthly	<b>\$1.94</b>

## Indiana Telecommunications Network (ITN) Services

### Services Provided

- Internet Connectivity
- Hosting

### Service Description

ITN services include **T1** stands for trunk level 1, a digital transmission link with a total signaling rate of 1,544mbps. In most cases, this is plenty of bandwidth for an agency to connect remote locations back to the Indiana Government Center. Included in your T1 connection is connectivity to the Internet. All state agencies that use this service are placed on the state's private backbone, residing behind IOT managed firewalls. Sitting behind the IOT managed firewalls and using private IP space, state data is not visible to the Internet. If you are not a state agency, but are eligible to utilize state contracts to procure services, you may still purchase a T1, with Internet connectivity included, but you would need to provide your own firewall for security.

A **T1 tail** circuit is used to connect offices within a certain region to a main or host location, which can then be connected back to the Indiana Government Center. This type of connection is primarily used for sub-district offices or satellite office to connect back to a district office where the transmission of data is mainly between those offices and not the Government Center. This allows the satellite office access to the Government Center as needed, as well as access to the Internet.

### Service Options

Option ID	Option Description	Unit	FY2008 Rate
1098	T1 – Inside LATA (Includes Tail Circuits)	Per Circuit	<b>\$515.14</b>
	T1 - Outside LATA (Includes Tail Circuits)	Per Circuit	<b>\$677.71</b>
1100	56k Frame Relay	Per Circuit	<b>\$338.81</b>
1106	Firewall	Monthly	<b>various</b>

## Hosting Services

### Services Provided

- Intranet
- Extranet
- Server

### Service Description

IOT offers both Extranet and Intranet server hosting. Intranet service allows only users on the state's private network to access certain applications or Web sites. The rate listed below for Intranet includes five servers and ongoing support, maintenance and data backup.

An Extranet is typically part of an agency's Intranet and allows external vendors and the public to access specific state resources via the Web. The rate listed below for Extranet includes five servers, support, maintenance and data backup. Microsoft ISS and .NET services are included as well.

IOT provides its customers with both physical and virtual server hosting. Virtual server hosting is similar to the physical server hosting services except that the customer application or database is hosted on a "virtual" VMware server and 16 GB of storage is provided. IOT currently manages five ESX servers in support of their customers. Firewall rules may require modifications.

### Service Options

Option ID	Option Description	Unit	FY2008 Rate
1054	Extranet Shared Support	Monthly/Per Application	<b>\$299.74</b>
1057	Hosting - Intranet Production	Monthly/Per Instance	<b>\$308.56</b>
1050	Physical Server Hosting	Monthly	<b>\$217.17</b>
1052	Virtual Server Hosting	Monthly	<b>\$200.36</b>
1051	Server for Physical Server Hosting	One Time	<b>QPA</b>
1137	Disaster Recovery		<b>\$129.00</b>

## Database Services

### Services Provided

- Management
- Crystal Enterprise

### Service Description

IOT customers may opt for either dedicated database hosting or shared database hosting services. Shared servers are hosted on IOT's shared SQL and Oracle database servers. The rate below includes the hardware and database licensing fees; storage required for shared databases will be charged at the current rate for shared storage services (see page 12).

If an agency needs more room than a shared database can provide, IOT offers the dedicated database services. The rates listed below for shared and dedicated database services both include backup and recovery, installation of database software, database performance monitoring and problem troubleshooting and resolution. Database Maintenance provides a DBA consultant @ the designated hourly rate.

Crystal Enterprise service provides access to an IOT-hosted Crystal site where agencies can generate licensed Crystal reports. IOT currently manages four crystal servers running 12 Processors in support of the BMV.

### Service Options

Option ID	Option Description	Unit	FY2008 Rate
1049	Database Maintenance Services	Hourly	\$101.60
1114	Dedicated Database Hosting	Monthly/Per Database	\$272.18
1113	Shared Database Hosting	Monthly/Per Database	\$208.24

## Storage Services

### Services Provided

- Shared Storage
- Archive Storage

### Service Description

Shared SAN Storage is for storage requirements above and beyond the disk storage provided with physical server hosting. Virtual server hosting may require this service depending upon overall storage needs. IOT currently manages 100 TB of shared storage and associated backup systems in support of their customers. Firewall rules may require modifications.

Centera Archive Storage service provides a per Gigabyte (GB) offering intended to house archival data. Common targets for this platform are FileNET, e-mail / disk archiving technologies and database extract archiving. The production platform is housed in the IOT data center, with plans to provide disaster recovery capabilities (via a 2nd Centera) in the future.

### Service Options

Option ID	Option Description	Unit	FY2008 Rate
1056	Shared SAN Storage	Monthly/Per GB	<b>\$3.85</b>
1142	Archive Storage	Monthly/Per GB	<b>\$1.13</b>



## Mainframe Services

### Services Provided

- Production
- Transactions
- Storage

### Service Description

Operational rates for mainframe transactions are according to CPU seconds. The high priority rate is for transactional requirements that need to be processed immediately. The Medium Priority rate is for normally scheduled transactions and the low priority rate if for transactions that can be scheduled in a discretionary manner.

The mainframe production services are for batch job processing and printing services.

Mainframe storage requirements measured in disk megabytes allocated per day.

### Service Options

Option ID	Option Description	Unit	FY2008 Rate
1094	Tape Accesses	Per Mount	<b>\$0.6267</b>
1095	Tape Storage Days-3480 tape	Daily	<b>\$0.0211</b>
1066	Jobs Production		<b>\$0.4544</b>
5000	Mainframe Transactions	Per CPU Second	<b>\$0.0237</b>
	DB2 Transactions		
	IMS Transactions		
	CICS Transactions		
	TSO Transactions		
	IDMS Transactions		
	Batch Transactions		
1092	Disk Megabytes Allocated	Daily	<b>\$0.0004</b>

## Paper and Printing Services

### Services Provided

- Printing
- Overlay Creation
- Pressure Sealing

### Service Descriptions

Large printing jobs will be performed on high volume laser printers that can support up to 8 1/2 x 14" laser paper. In addition, IOT can generate overlays that create special forms and can fold and pressure seal forms. Large volume printing from post script, LCDS, AFP and a window and mainframe platforms is also supported.

All rates listed below are per **1000** printed lines or sheets.

### Service Options

Option ID	Option Description	Unit	FY2008 Rate
1067	Impact Printer Lines Printed	Per Lines	<b>\$8.19</b>
1068	Laser Pages Printed	Per Sheets	<b>\$59.48</b>
1096	8.5 X 11 / 1 UP SIMPLEX (1W01)	Per Sheets	<b>Pass through</b>
1096	ONE PLY GRNBAR 14 7/8 X 11 (1PRT)	Per Sheets	<b>Pass through</b>
1096	ONE PLY UNRULED 9.5 X 11 (FKA1)	Per Sheets	<b>Pass through</b>
1096	8.5 X 11 / 1 UP DUPLEX (1W04)	Per Sheets	<b>Pass through</b>
1096	8.5 X 11 / 2 UP DUPLEX (1W05)	Per Sheets	<b>Pass through</b>
1096	8.5 X 11 / 1 UP SMPLEX 1 OVERLAY (1W07)	Per Sheets	<b>Pass through</b>
1096	8.5 X 11 / 1 UP SIMPLEX 3 HOLE (1W31)	Per Sheets	<b>Pass through</b>
1096	8.5 X 11 / 2 UP DUPLEX 3 HOLE (1W35)	Per Sheets	<b>Pass through</b>
1096	8.5 X 11 Z-FOLD MAILER/SIMPLEX (1Z01)	Per Sheets	<b>Pass through</b>
1096	8.5 X 14 C-FOLD MAILER/DUPLEX (4C02)	Per Sheets	<b>Pass through</b>
1096	ONE PLY UNRULED 9.5 X 11 (FKA1)	Per Sheets	<b>Pass through</b>
1096	ONE PLY GRNBAR 14 7/8 X 11 (1PRT)	Per Sheets	<b>Pass through</b>
1096	8.5 X 11 / 4 UP SIMPLEX (1W03)	Per Sheets	<b>Pass through</b>
1096	8.5 X 11 / 4 UP DUPLEX (1W06)	Per Sheets	<b>Pass through</b>
1096	8.5 X 14 Z-FOLD MAILER / SIMPLEX (4Z01)	Per Sheets	<b>Pass through</b>
1096	8.5 X 11 / 2 UP SIMPLEX (1W02)	Per Sheets	<b>Pass through</b>
1096	8.5 X 14 EZ-FOLD MAILER (EZ23)	Per Sheets	<b>Pass through</b>
1096	8.5 X 11 / 1 UP DUPLEX 1 OVERLAY (1W08)	Per Sheets	<b>Pass through</b>
1096	8.5 X 11 / 2 UP SIMPLEX 3 HOLE (1W32)	Per Sheets	<b>Pass through</b>
1096	8.5 X 11 / 4 UP SIMPLEX 3 HOLE (1W33)	Per Sheets	<b>Pass through</b>
1096	8.5 X 11 / 1 UP DUPLEX 3 HOLE (1W34)	Per Sheets	<b>Pass through</b>
1096	8.5 X 11 / 4 UP DUPLEX 3 HOLE (1W36)	Per Sheets	<b>Pass through</b>
1096	8.5 X 14 / 1 UP SIMPLEX (4W01)	Per Sheets	<b>Pass through</b>
1096	8.5 X 14 / 2 UP SIMPLEX (4W02)	Per Sheets	<b>Pass through</b>
1096	8.5 X 14 / 4 UP SIMPLEX (4W03)	Per Sheets	<b>Pass through</b>

1096	8.5 X 14 / 1 UP DUPLEX (4W04)	Per Sheets	Pass through
1096	8.5 X 14 / 2 UP DUPLEX (4W05)	Per Sheets	Pass through
1096	8.5 X 14 / 4 UP DUPLEX (4W06)	Per Sheets	Pass through
1096	8.5 X 14 EZ-FOLD MAILER (EZ24)	Per Sheets	Pass through
1096	8.5 X 14 EZ-FOLD MAILER (EZ23)	Per Sheets	Pass through
1096	8.5 X 14 / 4 UP SIMPLEX (4W03)	Per Sheets	Pass through
1096	8.5 X 11 / 2 UP DUPLEX 3 HOLE (1W35)	Per Sheets	Pass through
1096	8.5 X 11 / 2 UP SIMPLEX (1W02)	Per Sheets	Pass through
1096	8.5 X 11 / 1 UP DUPLEX 3 HOLE (1W34)	Per Sheets	Pass through
1096	8.5 X 11 / 4 UP SIMPLEX 3 HOLE (1W33)	Per Sheets	Pass through
1096	8.5 X 11 / 2 UP SIMPLEX 3 HOLE (1W32)	Per Sheets	Pass through
1096	8.5 X 11 / 1 UP SIMPLEX 3 HOLE (1W31)	Per Sheets	Pass through
1096	8.5 X 11 / 1 UP DUPLEX 1 OVERLAY (1W08)	Per Sheets	Pass through
1096	8.5 X 11 / 1 UP SMPLEX 1 OVERLAY (1W07)	Per Sheets	Pass through
1096	8.5 X 11 / 4 UP DUPLEX (1W06)	Per Sheets	Pass through
1096	8.5 X 11 / 2 UP DUPLEX (1W05)	Per Sheets	Pass through
1096	8.5 X 14 / 1 UP SIMPLEX (4W01)	Per Sheets	Pass through
1096	8.5 X 11 / 1 UP DUPLEX (1W04)	Per Sheets	Pass through
1096	8.5 X 11 / 4 UP DUPLEX 3 HOLE (1W36)	Per Sheets	Pass through
1096	8.5 X 11 / 4 UP SIMPLEX (1W03)	Per Sheets	Pass through
1096	8.5 X 14 / 1 UP DUPLEX (4W04)	Per Sheets	Pass through
1096	8.5 X 14 / 2 UP DUPLEX (4W05)	Per Sheets	Pass through
1096	8.5 X 14 / 4 UP DUPLEX (4W06)	Per Sheets	Pass through
1096	8.5 X 11 Z-FOLD MAILER/SIMPLEX (1Z01)	Per Sheets	Pass through
1096	8.5 X 14 Z-FOLD MAILER / SIMPLEX (4Z01)	Per Sheets	Pass through
1096	8.5 X 14 C-FOLD MAILER/DUPLEX (4C02)	Per Sheets	Pass through
1096	8.5 X 14 EZ-FOLD MAILER (EZ24)	Per Sheets	Pass through
1096	ONE PLY GRNBAR 14 7/8 x 11 (STD)	Per Sheets	Pass through
1096	ONE PLY GRNBAR 14 7/8 X 11 (SDOC)	Per Sheets	Pass through
1096	ONE PLY GRNBAR 14 7/8 X 11 (1132)	Per Sheets	Pass through
1096	TWO PLY GRNBAR 14 7/8 X 11 (2132)	Per Sheets	Pass through
1096	8.5 X 11 / 1 UP SIMPLEX (1W01)	Per Sheets	Pass through
1096	8.5 X 14 / 2 UP SIMPLEX (4W02)	Per Sheets	Pass through